

## How to Update Profile, Change Password, Cancel Online Access in TAP

(Master and Account Manager Access Type Users Only)

Welcome to the Washington State Department of Licensing Prorate and Fuel Tax Services Taxpayer Access Point (TAP). The account information contained in this document is completely fictitious and is intended for instructional purposes only.

Please disable the pop-up blocker settings on your computer to allow pop-ups from the TAP website.

*These instructions are for established TAP customers needing to update their access or an additional user's access.*

Depending on which browser has been set as the default, screen images may appear slightly different than those included in these instructions.

### **Online Access Process**

Only access types set up as the Master or Account Manager are able to update a profile, change a password and/or cancel online access.

**Important:** Each user should have their own individual user account. Usernames and password should not be shared.

## Instructions for Updating Profile

Log into Taxpayer Access Point (TAP).

*Note: For more Instructions on how to log into your TAP account, see [How to log into TAP](#).*

The screenshot displays the Taxpayer Access Point (TAP) interface for the Washington State Department of Licensing. The header includes the TAP logo and the text "Prorate and Fuel Tax Services" and "WASHINGTON STATE DEPARTMENT OF LICENSING". The main content area shows account details for "FT SAMPLE" with a Federal Employer ID of 44-4444444 and a My Balance of \$388.50. A "Names And Addresses" section is also visible. A red circle highlights the "I Want To..." dropdown menu, which includes options like "View Profile", "Make a Payment", and "Register a New Account". Below this, there are tabs for "Accounts<sup>10</sup>", "History<sup>1</sup>", "Messages<sup>4</sup>", and "Letters<sup>0</sup>". The "My Accounts" section contains a table with columns for Account Id, Account Type, Name, Frequency, Address, Balance, and Status. The footer includes links for "dcl.wa.gov", "Contact Us", "About Us", "Survey", "More About TAP", and "Copyright © 2015".

Account Id	Account Type	Name	Frequency	Address	Balance	Status
0078001-RS01	Unlicensed Refund	FT SAMPLE	Rfn Monthly	123 SAMPLE ST OLYMPIA WA	0.00	Active
0078001-FD	Fuel Distributor	FT SAMPLE	Monthly	123 SAMPLE ST OLYMPIA WA	0.00	Active
0078001-RA01	Unlicensed Refund	FT SAMPLE	Rfn Monthly	123 SAMPLE ST OLYMPIA WA	0.00	Active
0078001-FC	Fuel Carrier	FT SAMPLE	Monthly	123 SAMPLE ST OLYMPIA WA	0.00	Active
0078001-FT01	Fuel Terminal	FT SAMPLE	Monthly	123 SAMPLE ST OLYMPIA WA	0.00	Active
0078001-FB	Fuel Blender	FT SAMPLE	Monthly	123 SAMPLE ST OLYMPIA WA	0.00	Active
0078001-RM01	Unlicensed Refund	FT SAMPLE	Rfn Monthly	123 SAMPLE ST OLYMPIA WA	0.00	Active
0078001-FA	Aircraft Fuel Distrib	FT SAMPLE	Monthly	123 SAMPLE ST OLYMPIA WA	388.50	Active
0078001	IFTA	FT SAMPLE	Quarterly	123 SAMPLE ST OLYMPIA WA	0.00	Active
0078001-1201	IRP Fleet	FT SAMPLE	Prorate Fisc	123 SAMPLE ST OLYMPIA WA	0.00	Active

Under I Want To..., click on **View Profile**.

**Taxpayer Access Point** Prorate and Fuel Tax Services  
 WASHINGTON STATE DEPARTMENT OF LICENSING

**Menu** Log Off **Profile**

Home  
 Back  
 View Support ID

**Navigation**  
 My Accounts  
 » Profile  
**TAP Help**  
 TAP How-To Videos  
 TAP Frequently Asked Questions

**I Want To...**  
 View Accounts  
 Update Profile  
 Change My Password  
 Cancel My Online Access  
 Add an Additional Username  
 Grant Access to My Accounts  
 Request Access to Another User's Account  
 Distribute Access to My Third Party Accounts

Web Name : test  
 Phone 1 : +1  
 Phone 2 : +1  
 Email :  
 Question : In what city were you born?  
 Auth Email : \*

**Manage Payment Options** **Third Party Payment Options** **Manage Logons**

Logons My Accounts Access Settings

**My Logons** Hide History Filter

Web Logon	Web Name		Has Access	
fttest	test	Master	<input checked="" type="checkbox"/>	Active
sample	jane doe	Account Manager	<input checked="" type="checkbox"/>	Active
sample2	sample2	Account Manager	<input checked="" type="checkbox"/>	Active
sample3	sample3	View Only	<input checked="" type="checkbox"/>	Active
sample4	sample4	Account Manager	<input checked="" type="checkbox"/>	Active

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Click **Update Profile** hyperlink.

**Profile**

Web Logon: fttest  
 Web Name: test  
 Email: testprofile@dol.wa.gov  
 Secret Question: In what city were you born?  
 New Question: In what city were you born?  
 Answer:  
 Confirm:

Country: USA  
 Phone 1:  
 Country: USA  
 Phone 2:

Type:  
 Type:

**Authentication Contact**

Send Authentication Text  
 Send Authentication Email  
 Send Text or Email

Email: testprofile@dol.wa.gov

**Save** **Cancel**

Make any necessary changes and **Save**.

*Note: The authentication contact is the person who will receive the authentication code for this profile as part of the TAP two part authentication process. (The authentication code is only valid for one time use, you will be sent a different code each time.)*

## Changing My Password

The screenshot shows the Taxpayer Access Point (TAP) interface for the Washington State Department of Licensing. The header includes the TAP logo and the text 'Prorate and Fuel Tax Services' and 'WASHINGTON STATE DEPARTMENT OF LICENSING'. The main content area is divided into several sections:

- Menu:** Home, Back, View Support ID.
- Profile:** Web Name: test, Phone 1: +1, Phone 2: +1, Email: |..., Question: In what city were you born?, Auth Email: |.
- I Want To...:** View Accounts, Update Profile, **Change My Password** (highlighted with a red arrow), Cancel My Online Access, Add an Additional Username, Grant Access to My Accounts, Request Access to Another User's Account, Distribute Access to My Third Party Accounts.
- Navigation:** My Accounts, >> Profile.
- TAP Help:** TAP How-To Videos, TAP Frequently Asked Questions.
- Manage Logons:** A table showing logon details for various users.

Web Logon	Web Name		Has Access	
fttest	test	Master	<input checked="" type="checkbox"/>	Active
sample	jane doe	Account Manager	<input checked="" type="checkbox"/>	Active
sample2	sample2	Account Manager	<input checked="" type="checkbox"/>	Active
sample3	sample3	View Only	<input checked="" type="checkbox"/>	Active
sample4	sample4	Account Manager	<input checked="" type="checkbox"/>	Active

5 Rows

Footer: [dol.wa.gov](#) | [Contact Us](#) | [About Us](#) | [Survey](#) | [More About TAP](#) | Copyright © 2015

From View Profile level, under I Want To..., select **Change My Password** hyperlink.

The screenshot shows the 'Change Password' form in the TAP interface. The form is titled 'Profile' and 'Change Password'. It contains three input fields for 'Current Password', 'New Password', and 'Confirm Password', each with a 'Required' label. To the right of the fields are 'Password Rules' listed as follows:

- Required: Passwords cannot be reused
- Required: Minimum 8 characters
- Required: Passwords must contain both letters and numbers
- Required: Passwords must contain both uppercase and lowercase letters

At the bottom of the form are two buttons: 'Save' and 'Cancel'. A red arrow points to the 'Save' button.

Enter passwords and **Save**.

## Canceling My Online Access

The screenshot shows the Taxpayer Access Point (TAP) interface for the Washington State Department of Licensing. The page title is "Prorate and Fuel Tax Services". The user is logged in as "test". The "I Want To..." menu is open, and the "Cancel My Online Access" option is highlighted with a red arrow. The "My Logons" table is also visible, showing a list of logons with their respective roles and access levels.

Web Logon	Web Name	Role	Has Access	Active
fttest	test	Master	<input checked="" type="checkbox"/>	Active
sample	jane doe	Account Manager	<input checked="" type="checkbox"/>	Active
sample2	sample2	Account Manager	<input checked="" type="checkbox"/>	Active
sample3	sample3	View Only	<input checked="" type="checkbox"/>	Active
sample4	sample4	Account Manager	<input checked="" type="checkbox"/>	Active

From View Profile level, under I Want To..., select **Cancel My Online Access** hyperlink.

The dialog box asks: "Are you sure you want to cancel this logon? You will be required to register again to access your accounts." It contains a "Password" field with a "Required" label, and "OK" and "Cancel" buttons. A red arrow points to the "OK" button.

Verify you wish to cancel your logon, by entering your **password** and clicking **OK**.

This concludes our instructions. Thank you

If you need further assistance, please contact our office:

- IFTA, Prorate, or Dyed Diesel, please call our Motor Carrier Services Office at 360-664-1858 or email [MotorCarrierServices@dol.wa.gov](mailto:MotorCarrierServices@dol.wa.gov).
- Fuel Tax Accounts, please call 360-664-1852 or email [FuelTax@dol.wa.gov](mailto:FuelTax@dol.wa.gov).
- Unlicensed Refund Accounts, please call 360-664-1838 or email [UnlicensedRefunds@dol.wa.gov](mailto:UnlicensedRefunds@dol.wa.gov).